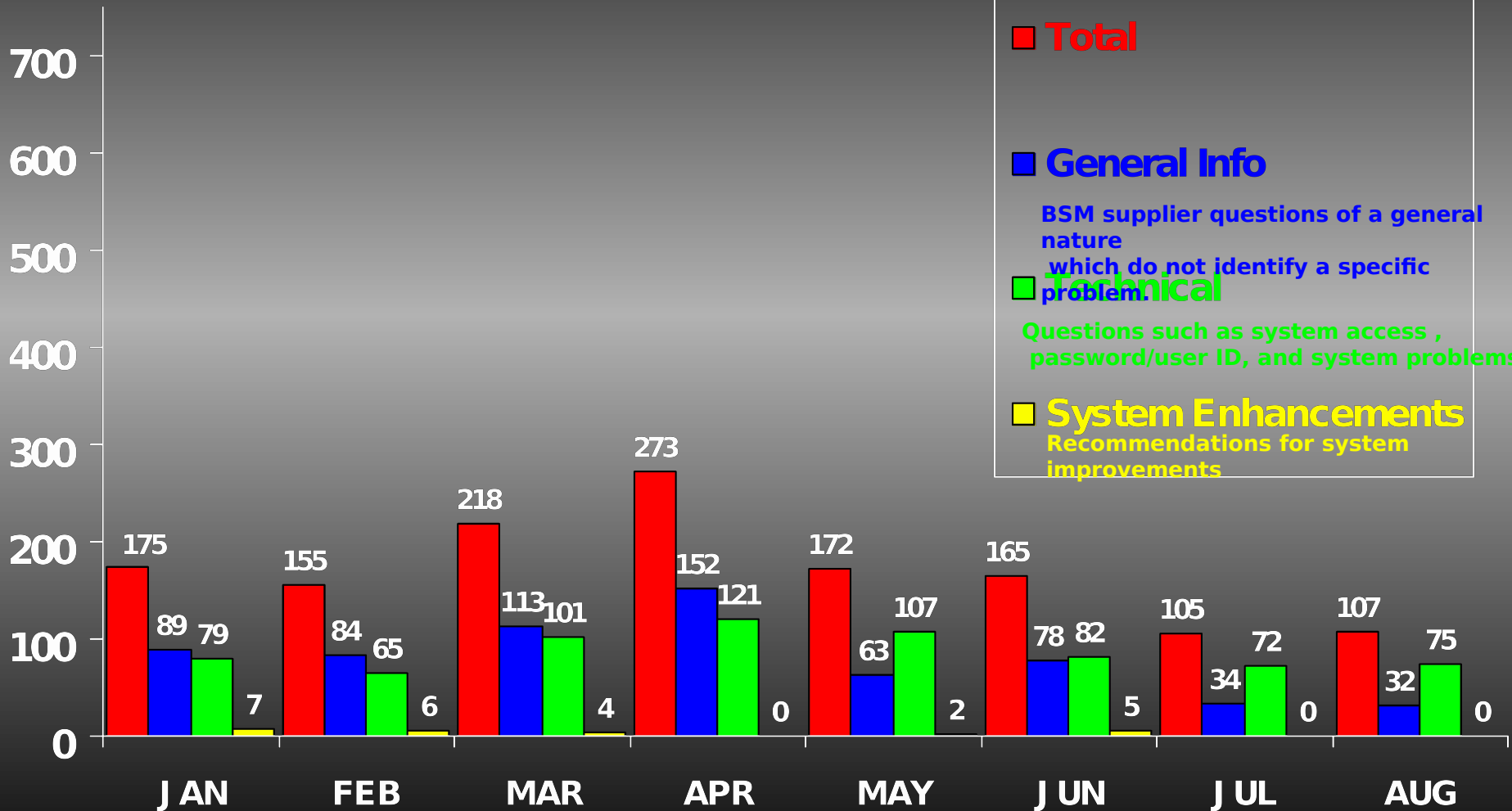




SRweb RELATED CONTACTS

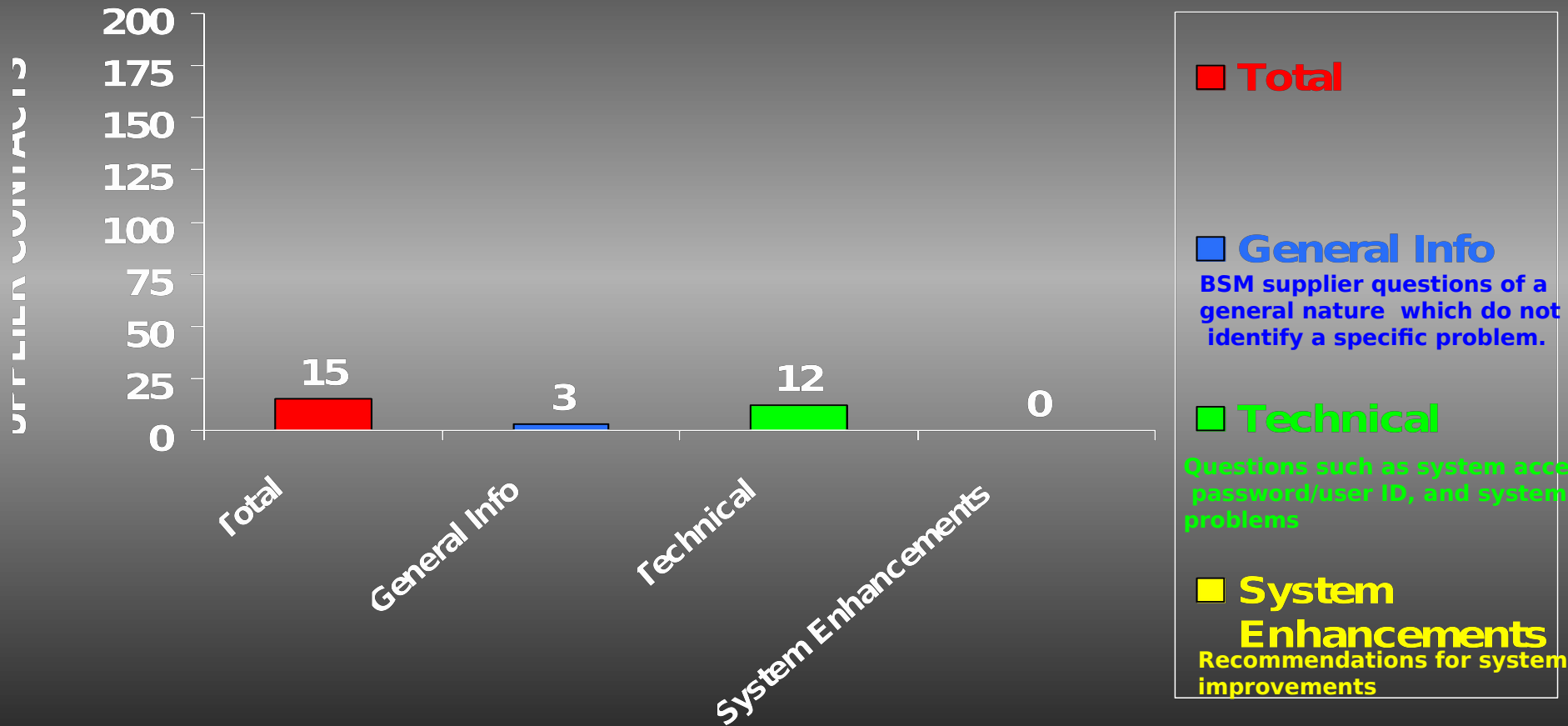
As of 28 Aug 03





SRweb RELATED CONTACTS

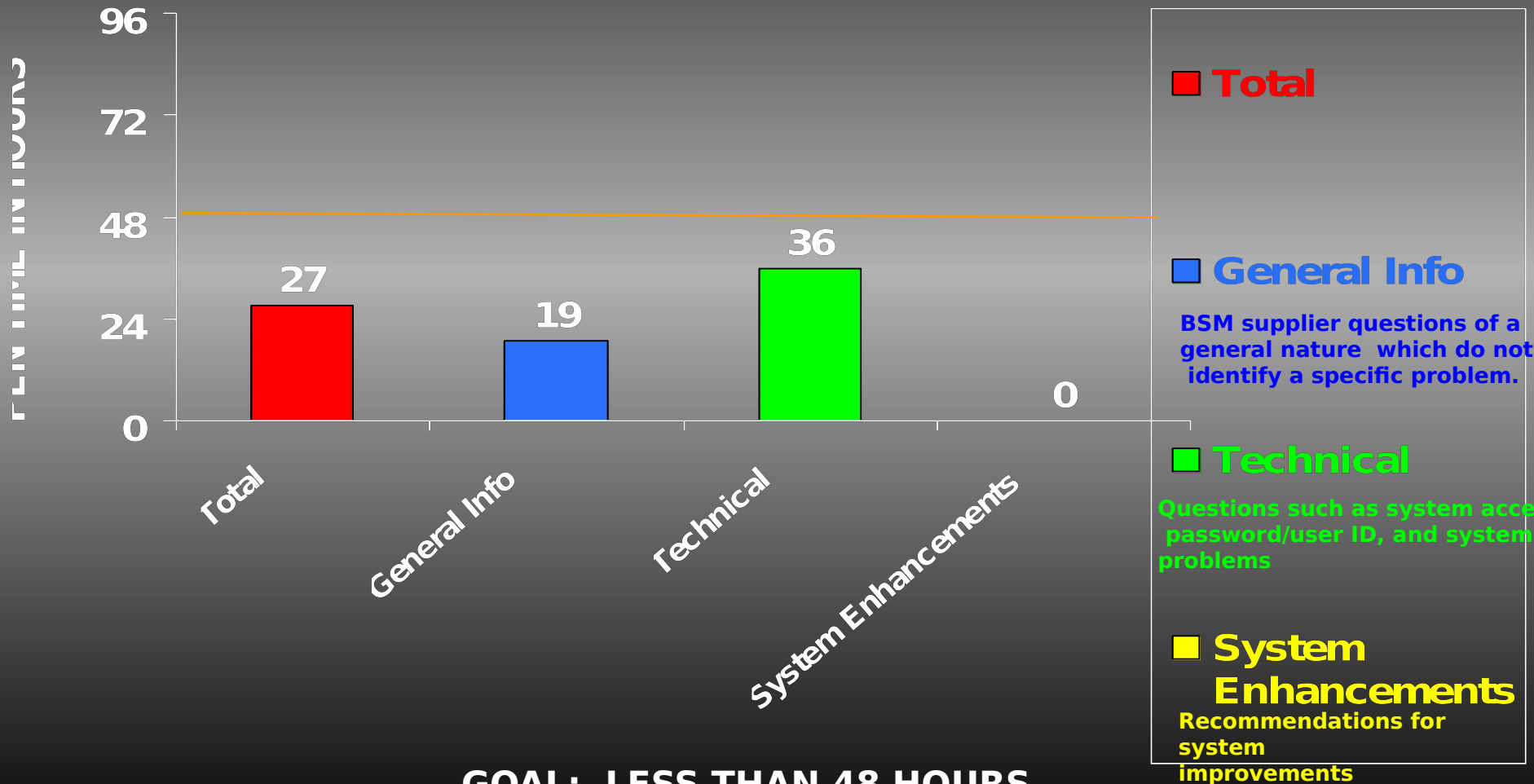
WEEK OF 22 - 28 Aug 03





SRweb ISSUES

Average Resolution Time
22 - 28 Aug 03

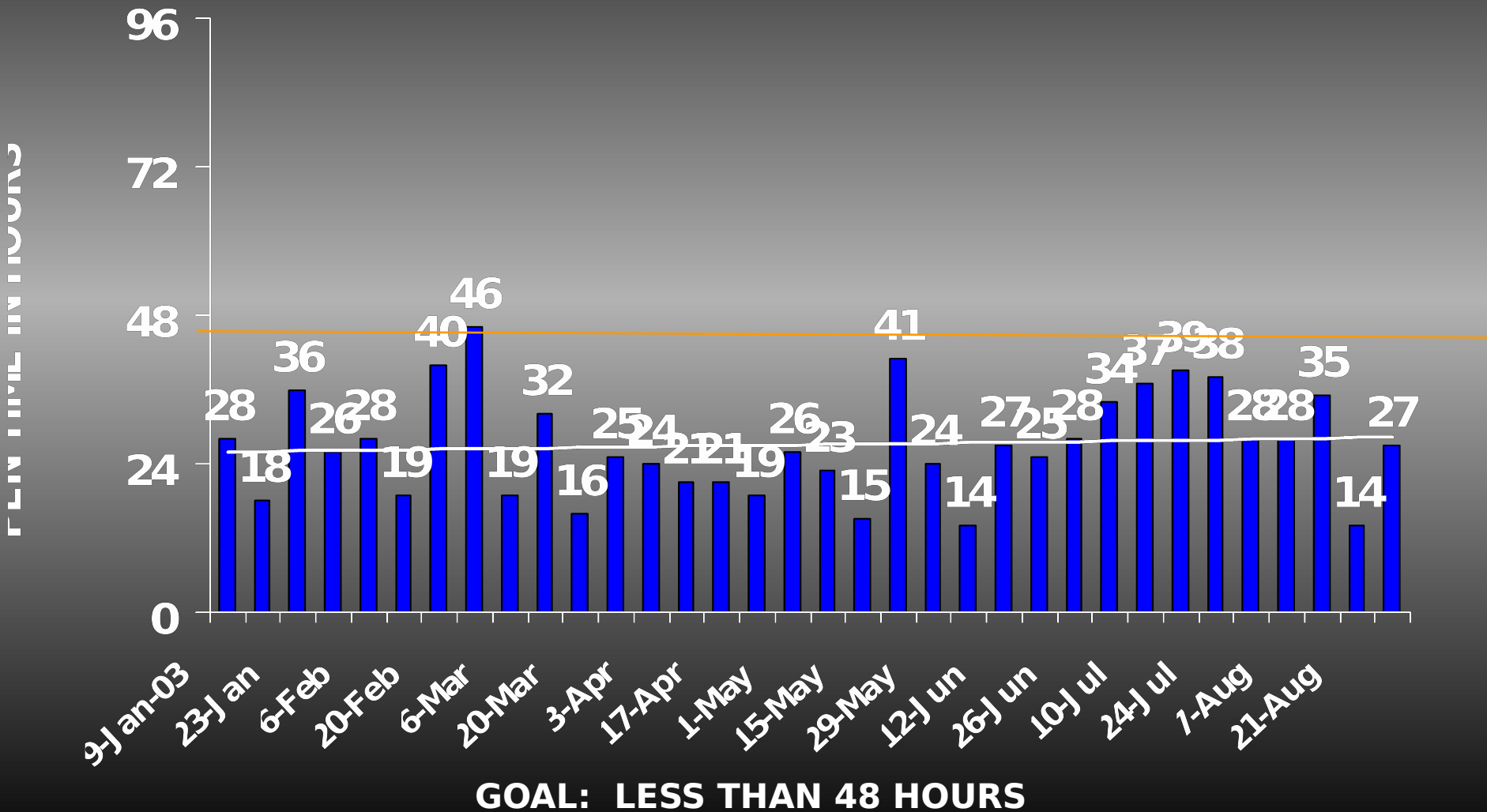


GOAL: LESS THAN 48 HOURS



SRweb ISSUES

Average Resolution Time (Trend)





AGED SRweb REMEDY ISSUES

TECHNICAL ISSUES NOT RESOLVED WITHIN 48 HOUR
SUSPENSE

AS OF 28 Aug 03

